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1998-255-C

**SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT**  
**SOUTH CAROLINA OPERATIONS**

COMPANY NAME

New Dimension Communications

QUARTER / YEAR

1<sup>st</sup> Quarter 2009

Month:	<u>01/09</u>	<u>02/09</u>	<u>03/09</u>
Number of Customer Access Lines	<u>1200</u>	<u>1600</u>	<u>1999</u>
Trouble Reports / Access Line (%)	<u>5%</u>	<u>10%</u>	<u>12%</u>
Customer Out of Service Clearing Times (%)	<u>97%</u>	<u>95%</u>	<u>93%</u>
New Installs Completed w/in 5 Days (%)	<u>76%</u>	<u>86%</u>	<u>85%</u>
Commitments Fulfilled (%)	<u>99%</u>	<u>99%</u>	<u>99%</u>

Comments / Explanations: \_\_\_\_\_

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Person Making Report / Contact Information: Wayne Green 843-270-4915

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